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Agent Briefing

News from Covered California

May 3, 2016

ONLINE APPLICATION

Update to the Online Application – CalHEERS Release 16.4

The Individual Marketplace online application, also known as CalHEERS, will undergo an update in two weeks, known as Release 16.4. Review the [16.4 CalHEERS Release Notes for Certified Enrollers](#) to stay up-to-date on important changes to the online application.

SPECIAL ENROLLMENT

"The Power of Synergy" 2016 Special Enrollment Outreach Campaign Wraps Up

The Covered California Outreach and Sales Team facilitated 13 meetings statewide from San Diego to Chico for certified enrollment partners to come together, share best practices and strategies on how to outreach and educate their communities about special enrollment.

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- [Bridging the Gap Between Employers & Small Business Owners and the Health Care Tax Credit](#)
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At each of the meetings, a panel of certified enrollment partners shared their successes and lessons learned from the last open enrollment period and strategies for reaching the estimated 439,392 Californians who will experience a qualifying life event in the coming months.



Over 600 attendees represented a diverse array of enrollment partners across the state – Agents, Counselors, Plan-Based Enrollers, Covered California Health and Dental Plans, Medi-Cal and County representatives. The opportunities for networking and engagement amongst enrollment partners, Covered California staff, community and other stakeholders encouraged momentum for our shared efforts to engage and seek consumers experiencing qualifying life events throughout the summer.

We also took the feedback and questions received and crafted some quick tips formatted in a Q&A to better help service consumers. Review these [Special Enrollment Quick Tips](#) to help answer common questions you may have about Special Enrollment.

Review the [presentation slide deck](#) for more specifics from our Special Enrollment Outreach Campaign.

For more information about Special Enrollment strategies, please contact your [regional field representative](#).

[Employers Must Offer Employee and Dependent Coverage](#)

- [Submit Your Small Business Cases Up to Five Business Days Before An Effective Date](#)

- [To Update Your Email Address – Contact the Agent Service Center](#)

SALES TOOLS

Special Enrollment Resources:

- [Special Enrollment Toolkit](#)
- [Life Events/Special Enrollments Webinar Recording](#) and [Slide Deck](#)
- [2016 SEP Kick-off Tour Slide Deck](#)
- [Social Posts Tool Kit](#)
- [Subsidy-Eligible GIS Maps](#)

IRS Form 1095 Resources:

- [IRS Form 1095 Tool Kit](#)
- [IRS Forms 1095 - A, B, and C Quick Guide](#)
- [Tax Preparation Help for Consumers Handout](#)

Webinars & Briefings Archive

Paper Calculator

Enrolling in Quality Coverage, A Step-by-

PRODUCTS & SERVICES

New Vision Coverage Options for Covered California Consumers

Covered California and EyeMed have [partnered](#) to offer consumers an additional pathway to vision coverage. Consumers will be able to shop for both vision carriers, EyeMed and VSP, via the [Covered California vision page](#).

To become appointed with EyeMed, visit the [EyeMed agent page](#), review the FAQ and Agent Guide, complete the necessary forms (including a W-9), and sign the DocuSign® agreement. For a quick overview about the EyeMed application and appointment process, commissions, and how to get help with EyeMed, check out our [EyeMed Vision Coverage Quick Guide](#) for agents.

AGENT RESOURCES

Search Capability Added to CoveredCA.com

This Friday, May 6 the [CoveredCA.com](#) website will be receiving the added benefit of a Google™ “widget,” which allows visitors to the site to search for content. The search button will be located at the top right corner of the screen on all pages within the CoveredCA.com site, on both the English and Spanish page. At this time, the search capability does not include the content within the online application or the Partner Tool Kit, but should help consumers quickly find information about prescription drugs, health, dental or visions plans, Small Business, etc.

Step Guide:

- [English](#)
- [Spanish](#)

Agent Resources:

- [Agent Service Center Hours](#)
- [Accessing Your Agent Extranet Account](#)
 - a. [Book of Business Extract](#)
 - b. [Conditional Eligibility Extract](#)

[Covered California Print Store](#)

[Covered California Online Store](#)

Small Business:

- [Small Business Online Enrollment Portal](#)
- [Covered California for Small Business Partner Toolkit](#)
- [Applicable Large Employer FAQs](#)

UPCOMING OUTAGES

- Saturday, May 14 from 6:30 p.m. to Monday, May 16, 2016 at 6:00 a.m.

PREVIOUS ISSUES

Changing Agencies? Don't Forget to Update Your Tax ID

If you have changed agencies or started an agency and now have a different tax ID number, please contact the Covered California Agent Service Center at 877-453-9198 or email to agents@covered.ca.gov.

Updated tax identification information is required in order to ensure accurate and timely commissions payments. Please be sure to include the agency name, address, and new tax ID number when you contact us. This applies to all agents as this information cannot be updated on the Agent Dashboard in CalHEERS.

Once your Tax ID change is submitted, Covered CA will issue a new DocuSign agreement to you with the updated information for verification. Generally it takes 7-10 business days to process the request before a new DocuSign agreement is sent.

HEALTH REFORM

Covered California Slows Premium Increases with Unique Negotiating Power, UC Berkeley Study Finds

Covered California is one of the few state exchanges that negotiates premiums and benefits with insurers, while most other states, as well as the federal exchange, accepts any plan that seeks to participate.

Richard Scheffler, a health economist at UC Berkeley and lead author of the study, said one reason for the slower growth is California's negotiating power. "What happens here is an exchange that's competitive, but is helped by

[April 5, 2016](#)
[March 22, 2016](#)
[March 8, 2016](#)
[February 24, 2016](#)
[February 10, 2016](#)
[January 26, 2016](#)



Our mission is to increase the number of insured Californians, improve health care quality, lower costs, and reduce health disparities through an innovative, competitive marketplace that empowers consumers to choose the health plan and providers that give them the best value.

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regulation,” Scheffler said, “that clears up the market in the sense that consumers can make apples-to-apples choices.”

[Read the May 2, 2016 KQED article here to learn more.](#)

Covered California’s Board Adopts Prescriptions for A Better Health Care System

During April's board meeting, Covered California adopted a significant new change to its contracts with health insurers to take health care reform to the next level. Read our [press release](#) for detailed information on the new contract changes, which will cover the years 2017 – 2019.

“Covered California’s mission is not just getting patients health insurance; it’s about improving the quality of the health care delivery system,” Covered California Executive Director Peter V. Lee said. The new contract provisions will advance ongoing efforts by health insurance companies, hospitals and care providers to ensure that patients receive quality health care.

SMALL BUSINESS

Special Postcards for Tax Season

Enrolling in Covered California for Small Business is the only way your small business clients can qualify for a tax credit on up to 50% of their health care premiums.

The Covered California for Small Business direct mail program is offering [five exclusive tax credit postcards](#) to help you get in front of your clients this tax season to spread the word.

Now is the time to talk about the benefit of the tax credit with your clients. By enrolling today, your clients may be eligible to benefit from the tax credit on their 2016 taxes.

Covered California for Small Business' direct mail program is available to all certified insurance agents for little to no cost. Any postcard can be customized with your personal information and mailed to a targeted list of leads that you choose.

Right now, any agent that enrolls a small group with 10+ employees will receive 1,000 postcards free of charge for every qualified group!

For more information on this exciting offer, call the Covered California for Small Business sales team at 844-332-8384 or email SHOPWorks@Covered.CA.gov.

SERVICE CENTER HOURS

Agent Service Center Hours

Monday through Friday, 8:00 a.m. to 6:00 p.m.
Saturdays and Sundays, Closed

****Memorial Day, May 30, 2016, Closed****

Phone: 877-453-9198

Check the [Agent Service Center schedule](#) for availability.

Covered California's Agent Service Center

Phone: 877-453-9198
Monday - Friday
8:00 a.m. - 6:00 p.m.

E-mail: Agents@covered.ca.gov

Check the [Agent Service Center schedule](#) for availability.

Do you have suggestions for how we can make this newsletter better? Contact us at OutreachandSales@covered.ca.gov. We want to hear from you.

Visit our [Link To Us](#) webpage to access official Covered California buttons which you can include on your website or any other digital marketing materials.

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